



# EMERGENCY ROOM TRANSITIONS TO URGENT CARE



Starting on 1 July 2014 Reynolds Army Community Hospital will be transition its Emergency Department to an Urgent Care Service. This change is due to a low volume of life, limb, or eyesight related medical emergencies that we see at the hospital. In FY 13, 99% of the care provided in RACH's emergency room was not emergent— urgent care services could have provided the care.

We expect the transition to urgent care to be seamless, decrease wait times, and improve patient satisfaction. Be assured that this conversion will in no way hinder the excellent healthcare patients are accustomed to receiving at Reynolds. Our emphasis on patient-centered care and the consideration we have for our beneficiaries' wellbeing will not change.

Urgent Care will be available to beneficiaries 24 hours a day, seven days a week, 365 days a year. Acute care needs will be handled on a case by case basis. Urgent care is the provision of immediate medical service offering outpatient care for treatment of minor illnesses and injuries, such as flu, fever, earaches, nausea, rashes, animal and insect bites, minor bone fractures and minor cuts that require stitches. Urgent care does not replace your primary care provider. An urgent care center is a convenient option when a timely appointment is not available or when illness strikes outside of regular office hours. Urgent care offers an alternative to waiting for hours in a hospital emergency room.

The ambulance service at RACH will remain in place. If emergency cases arrive at the hospital, those patients will be transferred via ambulance to one of the local emergency rooms. As always, anyone who believes they have an emergency situation should report to the nearest emergency room or call 911. Some conditions that require emergency care include signs of heart attack or stroke, severe pain, and profuse bleeding. Comanche County Memorial Hospital and Southwestern Medical Center are the two emergency room hospitals in the Lawton-Fort Sill Community.

**Emergency Defined:** a condition or injury that would lead a person to believe that the absence of immediate medical attention could result in a threat to his/her life, limb or eyesight.

The best avenue for patients is to first see their primary care provider. Preventive care is key in keeping some conditions from worsening; patients should see your primary care provider as scheduled or as needed. You can request appointments, renew prescriptions, ask non-urgent questions and receive lab results when using our Secure Messaging (Relay Health) System.

Ways to access primary care:

- ◆ Use TRICARE Online (TOL) to make your appointments 24/7 from any computer.
- ◆ Sign up for Secure Messaging and email your healthcare team for assistance.
- ◆ Call central appointments at 580-558-2000 and speak with a medical support assistant.
- ◆ Call the Nurse Care Advice Line at 1-800-874-2273, option 1.

Providing high quality and safe healthcare remains our focus and priority. If you have questions regarding the ER transition please ask to see your team's office manager.

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Commanding